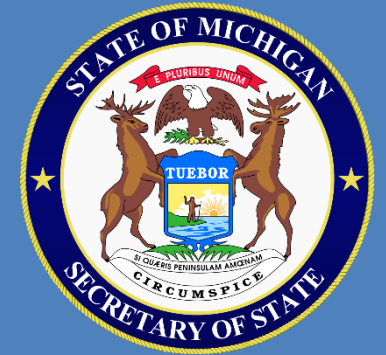


MICHIGAN ASSOCIATION OF MUNICIPAL CLERKS

JUNE 2022

Michigan Bureau of Elections

Strengthening the Integrity of Voter Registration
Records: Key Processes of Voter List Maintenance



LIST MAINTENANCE: IMPORTANCE

- Regular list maintenance is vital in maintaining the integrity, security, and completeness of voter rolls.
- Accurate voter lists help clerks plan more precise ballot counts, precinct sizes, and resource allocation, and prevent election day problems for voters.
- Managing voter lists promotes public confidence in elections.



LIST MAINTENANCE: DEFINITIONS

■ Key terms:

- Cancellation Countdown - The Cancellation Countdown (CCD) is used to track a voter's response time to a cancellation notice. If no response is received, or no voter activity occurs, over the course of the next two statewide November general elections, the voter's registration is cancelled by QVF automated process.
- Inactive Voter File - The Inactive Voter File (IVF) contains voters who have been mailed a confirmation notice, as well as those who have not voted for six consecutive years. The IVF does not affect a voter's eligibility to vote. QVF keeps track of voters in the IVF automatically. IVF voters do not count toward the precinct size limit, which allows clerks to more accurately determine precinct size.

METHODS OF CANCELLATION

- Voter requests to be cancelled
 - A voter submits a written request to be cancelled
 - Written request can be provided by email as an attachment of the voter-executed request and signature
 - A voter appears in person and requests to be cancelled
 - Verify ID and get request in writing with a signature
 - A voter calls and requests to be cancelled
 - Have them appear in person or submit a written request with a signature

- Voter returned confirmation/cancellation notice
 - Verify signature on the notice

METHODS OF CANCELLATION

- Deceased voter information
 - County provided, QVF Inbox/Driver File, obituary, personal knowledge
 - No notice is required to be sent, cancel for reason of “Deceased”
- Other QVF Inbox transactions
 - ERIC (ERIC_XST), Moved Out of State(Surrendered License), Michigan Voter Information Center (MVIC)
- Voter’s registration is formally challenged with failure to respond
 - Follow registration challenge procedures in MCL: 168.512

ELECTRONIC REGISTRATION INFORMATION CENTER (ERIC)

What is ERIC?

- ERIC is a public charity non-profit membership organization comprised of Michigan, 30 other states, and the District of Columbia. ERIC's mission is to assist states in improving the accuracy of America's voter rolls and increasing access to voter registration for all eligible citizens.
- At least every 60 days, each member state submits their voter registration data and licensing and identification data from motor vehicle departments to ERIC. ERIC's technical staff uses sophisticated data matching software to compare Member Data from all member states to create four "list maintenance" reports for members.

ELECTRONIC REGISTRATION INFORMATION CENTER (ERIC)

Primary list maintenance reports:

1. Cross-State Movers Report: Identifies voters who appear to have moved from one ERIC state to another using voter registration data and MVD data.
2. Deceased Report: Identifies voters who have died using voter registration data and Social Security death data known as the Limited Access Death Master File.

In addition, ERIC offers an additional report used by Michigan:

- Eligible but Unregistered Report: Identifies individuals who appear to be eligible but who are not yet registered by matching voter registration data against MVD data. This is utilized every two years.

ELECTRONIC REGISTRATION INFORMATION CENTER (ERIC)

- Michigan compares ERIC data every 60 days, which triggers an automatic Cancellation Notice mailed to the voter's Michigan address by the state
 - Notices are sent every 30 days; but paused within 30 days of an election
 - This is reflected in the QVF Inbox as “ERIC_XST” and requires no further action by the local clerk
- Michigan started sending notices to ERIC records in 2022; without voter response or activity these voters remain in the jurisdiction's inactive file

RELIABLE INFORMATION

- Returned election mail
 - Mail returned by the United States Postal Service:
 - Voter Information Cards
 - Initial, or after redistricting/adjustment to boundaries
 - AV Ballot and Applications
 - Confirmation notices
 - Requires notice

- Other notice of change of address:
 - Social media, Newspaper, Assessor/Tax office, etc.
 - Other official jurisdiction mail
 - Tax/utility bills, public hearing notices, etc.
 - Requires notice

MAIL RETURNED VOTER INFORMATION CARDS

Initial Processing:

1. Look up the voter in the Qualified Voter File
2. If not already marked “Verify” or “Challenged” change status to “Verify – Confirmation Notice”
 - If already marked “Verify” or “Challenged” no action is needed if clerk is confident a notice was sent previously
 - Optional: Retain returned Voting Information Card with voter’s Master Card or shred
3. If it is determined a notice needs to be issued, select the appropriate notice type via the QVF

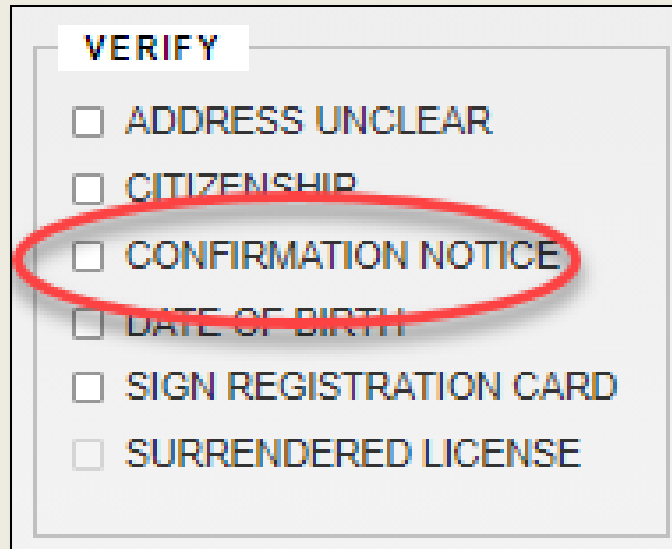
TYPES OF “CONFIRMATION” NOTICES

- Change of Address Confirmation Notice*
 - This notice is only used when the reliable information received indicates an address within your jurisdiction
 - This notice does not initially start the cancellation countdown, sending it via QVF will set the voter status to "Verify"
- Cancellation Notice*
 - This notice is used when mail returned by the USPS indicates an unknown/undeliverable address or an address outside your jurisdiction
 - This notice does start the cancellation countdown

*Both types of notices are required to have forwarding service requested and are available in the QVF or through your vendor.

SENDING NOTICES

- After receiving Reliable Information that the voter has moved:
 1. On the voter's "Status" page, select the "Confirmation Notice" option within the "Verify" box (to send either a confirmation or cancellation notice)

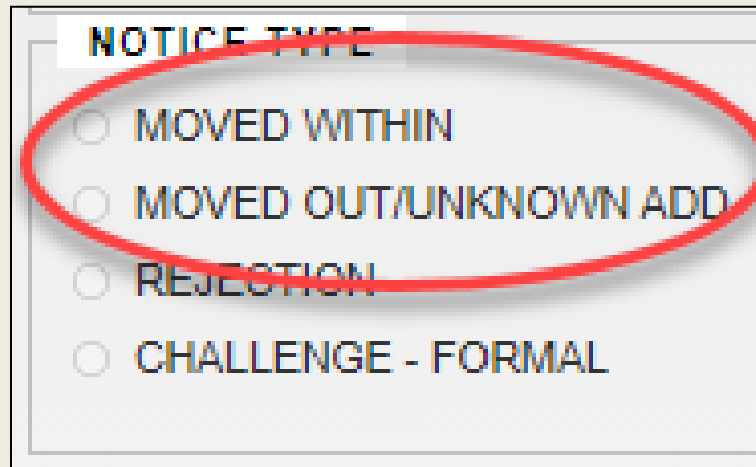


VERIFY

- ADDRESS UNCLEAR
- CITIZENSHIP
- CONFIRMATION NOTICE
- DATE OF BIRTH
- SIGN REGISTRATION CARD
- SURRENDERED LICENSE

SENDING NOTICES

- To generate the proper notice:
 2. In the "Notice Type" box, select whether the information received indicated that the voter "Moved Within" your jurisdiction, or " Moved Out/Unknown Add"
 - A "Moved Within" selection will print a Confirmation/Change of Address Notice and the voter will be set to "Verify"
 - A "Moved Out/Unknown Add" selection will print a Cancellation Notice and the voter will be set to "Cancel" and put on the Cancellation Countdown



NOTICE TYPE

- MOVED WITHIN
- MOVED OUT/UNKNOWN ADD
- REJECTION
- CHALLENGE - FORMAL

SENDING NOTICES

- To complete the QVF transaction:
 3. Select "Clerks Office and Other" in the "Registration Location" dropdown menu and select "Save"

The image shows two screenshots of a web form. The left screenshot shows the '*REGISTRATION LOCATION' dropdown menu with the following options: SELECT, CLERKS OFFICE AND OTHER (circled in red), MAIL REGISTRATION, SOS BRANCH OFFICES, and FEDERAL POST CARD APPLICATION. The right screenshot shows the same form with 'CLERKS OFFICE AND OTHER' selected in the dropdown. Below the dropdown, the 'SAVE' button is circled in red, along with the 'UPDATE EAC' checkbox which is checked. Other buttons visible are 'COMMENTS' and 'ADMIN COMMENTS'.

*Your notice will either be saved to your print queue, or print immediately depending on your preferences.

PRINTING AND MAILING NOTICES

■ Printing and Mailing Options:

■ QVF Generated Notices:

■ 8 ½ x 11

- Must include an additional postage-paid return envelope addressed to the clerk's office

■ Tri-fold Postcard (with response card)

- Postage must be added to response card
- Blank stock available from election material vendors

■ Election Material Vendor Pre-printed Notices:

■ Tri-fold Postcard (with response card)

- Postage must be added to response card
- Use QVF generated voter address label

UPDATED NOTICE: NOTICE OF CANCELLATION

LINDA MCQVF
123 W WALNUT
CITYVILLE MI 48000

NOTICE OF CANCELLATION

Your voter registration will be cancelled unless you take action.

You are currently registered to vote in JURISDICTION but we've received information showing you may have moved. You can still vote if you're eligible in Michigan! Here's how:

Confirm your registration: If you have **not** moved you have these choices:

- Select the **confirm** option online or by using the attached response card, or contact your local clerk.
- Vote in person or apply for an absent voter ballot in an upcoming election.



Cancel your registration. If you have moved to an address **outside** of Michigan you have these choices*:

- Select the **cancel** option online or by using the attached response card.
- Do **nothing**. Your registration will be cancelled after two even-year November elections.

To learn how to vote in your new state, go to **Vote.Gov or contact your new election official.*

Update your registration: If you have moved **within** Michigan:

- Select the **update** option online or by using the attached response card.
- If you moved within your city/township, you can vote and update your address at your old polling place.

If you take no action to show that you still live at this address by the second November general election held in the even-numbered year after this notice, your voter registration will be cancelled.

YOU CAN RESPOND IN THE FOLLOWING WAYS:

Online: Visit Michigan.gov/Vote and click on **Notice of Cancellation**.

By Mail: Mail back the postage-paid response card below.

Contact your local clerk. Find your clerk info at Michigan.gov/Vote or see **In Person Options**.

FROM: _____

UPDATED NOTICE: NOTICE OF CHANGE OF ADDRESS (COA)

NOTICE OF CHANGE OF ADDRESS (Move made within jurisdiction)

We have been advised that you no longer reside at the address at which you are registered to vote within JURISDICTION NAME.

If you have permanently moved to a different address within JURISDICTION NAME please detach, complete and return the reply card attached to this notice as soon as possible. Your new Voter Identification Card will be forwarded to you once the completed reply card is received. If the reply card is not returned, affirmation of your current address will be required at the polls on election day.

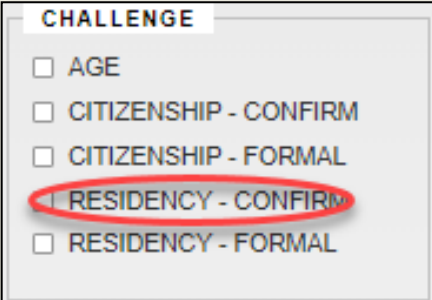
If you have not permanently moved to a different address within JURISDICTION NAME please detach, complete and return the reply card attached to this notice as soon as possible. If the reply card is not returned, affirmation of your current address will be required at the polls on election day.

FROM:

COA NOTICE: UNDELIVERABLE

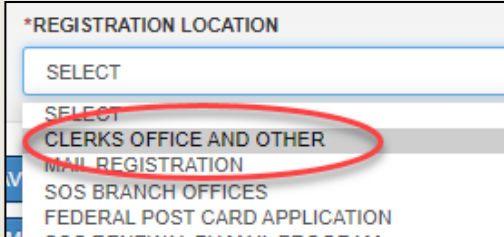
■ If the post office returns the COA notice as undeliverable:

1. Change their voter status from “Verify” to “Challenge: Residency-Confirm”
2. Click “YES” to confirm moving the voter off “Verify” status
3. Select “Clerk’s Office and Other” from the Registration Location drop-down and select “Save”



CHALLENGE

- AGE
- CITIZENSHIP - CONFIRM
- CITIZENSHIP - FORMAL
- RESIDENCY - CONFIRM
- RESIDENCY - FORMAL



*REGISTRATION LOCATION

SELECT

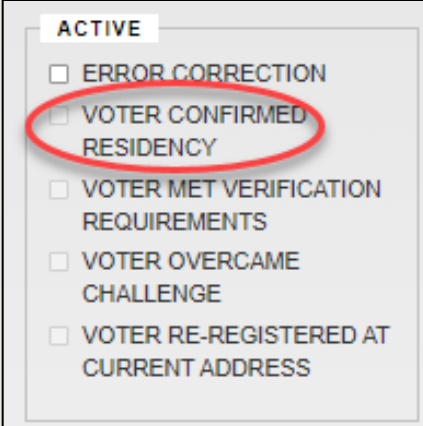
SELECT

- CLERKS OFFICE AND OTHER
- MAIL REGISTRATION
- SOS BRANCH OFFICES
- FEDERAL POST CARD APPLICATION
- 2008 GENERAL ELECTION PROGRAM

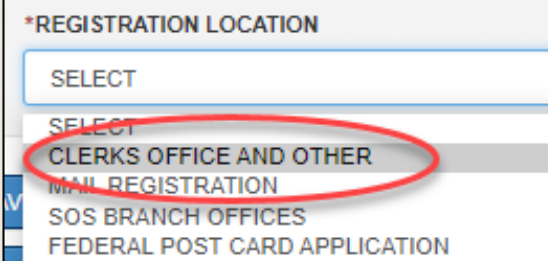
*The change in the voter status to "Challenge: Residency-Confirm" will now place the voter on the **Cancellation Countdown**.

COA NOTICE: VOTER RESPONDS

- If the voter returns the notice confirming their current registered address
 1. Verify the information and the signature
 2. Change the voter's status to "Active" by selecting "Voter Confirmed Residency"
 3. Select the location as "Clerks Office and Other" and select "Save"



A screenshot of a web interface showing a list of options under the heading "ACTIVE". The options are: ERROR CORRECTION, VOTER CONFIRMED RESIDENCY, VOTER MET VERIFICATION REQUIREMENTS, VOTER OVERCAME CHALLENGE, and VOTER RE-REGISTERED AT CURRENT ADDRESS. The "VOTER CONFIRMED RESIDENCY" option is circled in red.



A screenshot of a web interface showing a dropdown menu for "REGISTRATION LOCATION". The options are: SELECT, CLERKS OFFICE AND OTHER, MAIL REGISTRATION, SOS BRANCH OFFICES, and FEDERAL POST CARD APPLICATION. The "CLERKS OFFICE AND OTHER" option is circled in red.

COA NOTICE: VOTER RESPONDS

- If the voter returns the notice indicating a new address within your jurisdiction
 1. Check the information and the signature
 2. Change the Status to “Active” by selecting “Voter Confirmed Residency”
 3. Select “Clerk’s Office and Other” and hit “Save”
 4. Update the voter’s address in QVF, update the Master Card, and send a new Voter Information Card

- If the voter returns the notice indicating a new address outside of your jurisdiction
 1. Check the information and the signature
 2. Change the Status to “Cancel-Residency”
 3. Select “Clerk’s Office and Other” and hit “Save”
 4. Update the voter’s Master Card and retain it for 5 years

ACTIVE

- ERROR CORRECTION
- VOTER CONFIRMED RESIDENCY
- VOTER MET VERIFICATION REQUIREMENTS
- VOTER OVERCAME CHALLENGE
- VOTER RE-REGISTERED AT CURRENT ADDRESS

CANCEL

- AGE
- CITIZENSHIP
- DECEASED
- MOVED OUT OF STATE
- REGISTERED OUT OF STATE
- RESIDENCY
- VOTER REQUESTED

SELECT ▼

COA NOTICE: NO RESPONSE

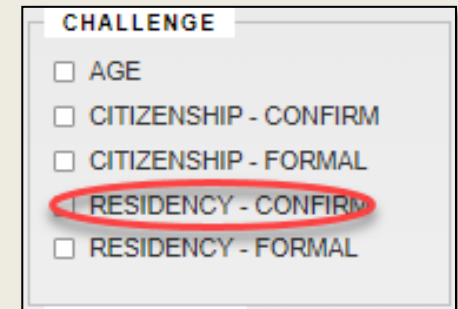
- If there is no response from the voter, and the COA notice is not returned by the USPS as undeliverable
 - No action is needed
 - The voter status will remain “Verify” and they remain on the inactive voter file*

*Inactive voters do not count towards your precinct size.

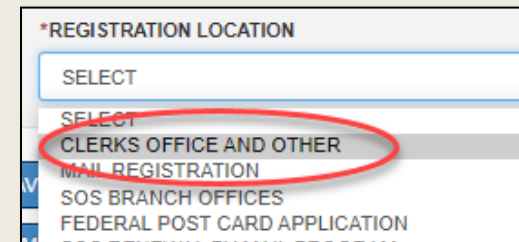
CANCELLATION NOTICE: UNDELIVERABLE

- If the post office returns the cancellation notice as undeliverable:

1. Change their voter status from “Verify” to “Challenge: Residency-Confirm”
2. Click “YES” to confirm moving the voter off “Verify” status
3. Select “Clerk’s Office and Other” from the Registration Location drop-down and select “Save”



A screenshot of a web form titled "CHALLENGE". It contains a list of five options, each with an unchecked checkbox: "AGE", "CITIZENSHIP - CONFIRM", "CITIZENSHIP - FORMAL", "RESIDENCY - CONFIRM", and "RESIDENCY - FORMAL". The "RESIDENCY - CONFIRM" option is circled in red.



A screenshot of a web form titled "*REGISTRATION LOCATION". It shows a drop-down menu with the following options: "SELECT", "SELECT", "CLERKS OFFICE AND OTHER", "MAIL REGISTRATION", "SOS BRANCH OFFICES", and "FEDERAL POST CARD APPLICATION". The "CLERKS OFFICE AND OTHER" option is circled in red.

- This change will set the voter status to "Challenge: Residency-Confirm" and the voter will remain on the **Cancellation Countdown**.
- Optional: Retain returned Cancellation Notice with voter’s Master Card or shred

CANCELLATION NOTICE: VOTER RESPONDS

- If the voter returns the notice confirming their current address: Check the information and the signature
 1. Change the Status to “Active” by selecting “Voter Confirmed Residency”
 2. Update the voter’s address in QVF, update the Master Card, and send a new Voter Information Card
- If the voter returns the notice indicating a new address within your jurisdiction, update the voter’s registration address
- If the voter returns the notice indicating a new address outside of your jurisdiction but within Michigan, don’t cancel the voter’s registration – leave the voter’s status as “verify” and forward the notice to the voter’s new clerk
- If the voter returns the notice indicating the registration should be cancelled, cancel the registration

ACTIVE

- ERROR CORRECTION
- VOTER CONFIRMED RESIDENCY
- VOTER MET VERIFICATION REQUIREMENTS
- VOTER OVERCAME CHALLENGE
- VOTER RE-REGISTERED AT CURRENT ADDRESS

CANCEL

- AGE
- CITIZENSHIP
- DECEASED
- MOVED OUT OF STATE
- REGISTERED OUT OF STATE
- RESIDENCY
- VOTER REQUESTED

SELECT ▼

CANCELLATION NOTICE: NO RESPONSE

- If there is no response from the voter, and the cancellation notice is not returned by the USPS as undeliverable
 - No action is needed
 - The voter status will remain on the cancellation countdown and will be cancelled after two November statewide elections unless there is voting activity

THANKS FOR LISTENING

- View our supplemental one-page guide by searching "Quick Guide for Returned Voter Mail" in the eLearning Center
- Please refer to Chapter 4 of the QVF Manual and the full Voter List Maintenance module in the eLearning Center for more detailed information
- Questions??
- Contact us:
 - Phone: 517-241-1911 (QVF Help Desk)
 - Email: qvfhelpdesk@michigan.gov

